

# PATIENT INFORMATION

Winter 2020

Cano Health saves lives.

855.CANO.MED  
(855.226.6633)

COVID-19 cases are increasing once again. Please stay home and wear a mask in public. Call us right away if you experience symptoms.

## In-Person Visits



We will continue to prioritize managed care patients age 65 or older for face-to-face appointments. Commercial or fee-for-service patients will be rescheduled for televisits; or in-person visits starting January 4, 2021. We continue our strict adherence to CDC guidelines.

## Cano Shield



During in-person visits, patients will be offered routine labs and other diagnostic studies that are essential for maintaining health. All patients will be offered the new influenza vaccine, as per CDC guidelines. Although not compulsory, we highly recommend the vaccine to lower the risk of a serious co-infection from both the Flu and COVID-19.

## Specialty Services & Wellness Activities



Specialty services such as dental, optical and minor surgery will continue at current capacity. Physiotherapy appointments will be scaled back and massage therapy will be temporarily suspended. Patients will need to wait for it to resume; or they may change health plans to receive the treatment elsewhere. Wellness centers will remain open but spaces in classes and activities will be decreased by 50%.

## COVID-19 Symptoms



If you are experiencing COVID-19 symptoms, please call **855.CANO.MED** (855.226.6633). You will be directed to a care manager who will assess your needs and indicate next steps for your care, including a telemedicine appointment with your doctor.

## Urgent Care



As a reminder, our medical centers will always welcome urgent appointments and walk-ins for adults of all ages. In case of COVID-19 symptoms, please call **855.CANO.MED (855.226.6633)**.

## Prescriptions



You should have at hand at least a 30-day supply of your prescriptions. We can deliver your medicines to your home. For questions on pharmacy services, please call **305.882.9365**.

## Safety at our Centers



We are observing all CDC guidelines, including mandatory face coverings and six-feet physical distancing for both patients and medical staff. For patients who require transportation, we are limiting trips only for those with confirmed center appointments. All patients will be screened prior to boarding our vehicles.



STAY HOME. CALL CANO. 855.CANO.MED (855.226.6633)